

FORM PTO-892		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		SERIAL NO. 09/469,567	GROUP ART UNIT 2171	ATTACHMENT TO PAPER NO.	12
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*	A	6,310,966	10/2001	Dulude et al.	382	115	
*	B	6,189,026	2/2001	Birrell et al.	709	206	
*	C	6,249,805	6/2001	Fleming, III	709	206	
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*	R	Gary Boone "Concept features in Re:Agent, an intelligent email agent", Autonomous Agents 1998, pages 141-148.					
*	S	Robert J. Hall "How to avoid unwanted email", ACM 1998, pages 88-95.					
*	T	Cranor et al "Spam!", ACM 1998, pages 74-83.					
*	U	Chang et al "Knowledge-based message management system", ACM 1987, pages 213-236.					
EXAMINER Uyen Le			DATE May 19, 2002		Form892ccs2106b		
* A copy of this reference is not being furnished with this office action. (See Manual of Patent Examining Procedure, section 707.05(a).)							